United Kingdom

Heidi

How does it work?

Heidi is a helpful tool that allows your clinician to focus entirely on you during your visit while still allowing them to accurately capture medical information, ensuring a comprehensive and precise record of your care.

Do I have to give consent?

Your consent is crucial. All clinicians are encouraged to obtain consent before using Heidi. You can withdraw your consent at any time.

How is my medical information kept secure?

We use strict and robust access controls and are GDPR and NHS compliant. Our systems are certified to global standards like SOC 2 and ISO 27001, ensuring the highest levels of data security and confidentiality.

Where is my data stored?

All data is locally hosted in the UK. This is how we prioritise data sovereignty and enhance data security, while also ensuring compliance with UK data protection regulations.

How is my data used?

Our approach to data collection is threefold:

- **Be Transparent:** We clearly explain how we use your data in our Privacy Policy.
- **Limit Collection:** We only collect data that is essential for providing you our services or enhancing Heidi's effectiveness.
- **Ensure Security:** We restrict the disclosure, retention, and use of your data, ensuring it is safeguarded.

Our commitment ensures that every piece of information collected has a clear purpose, either to deliver the product you love or to improve Heidi's performance and accuracy.

Do you store recordings of my appointment?

No. Conversations are transcribed simultaneously while they happen, meaning no recordings are ever stored. Notes that a clinician saves from the appointment will be added to your Electronic Health Record in your clinician's Practice Management System.

Try Heidi - It's free

Learn more at
heidihealth.com

Trusted, safe and proven.

Cyber Essentials Plus · ISO:27001 · SOC 2 · GDPR · NHS Compliant · UKCA

Still have questions?
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